



The Courage to Defy Tradition: A New Way to Help Veterans Thrive

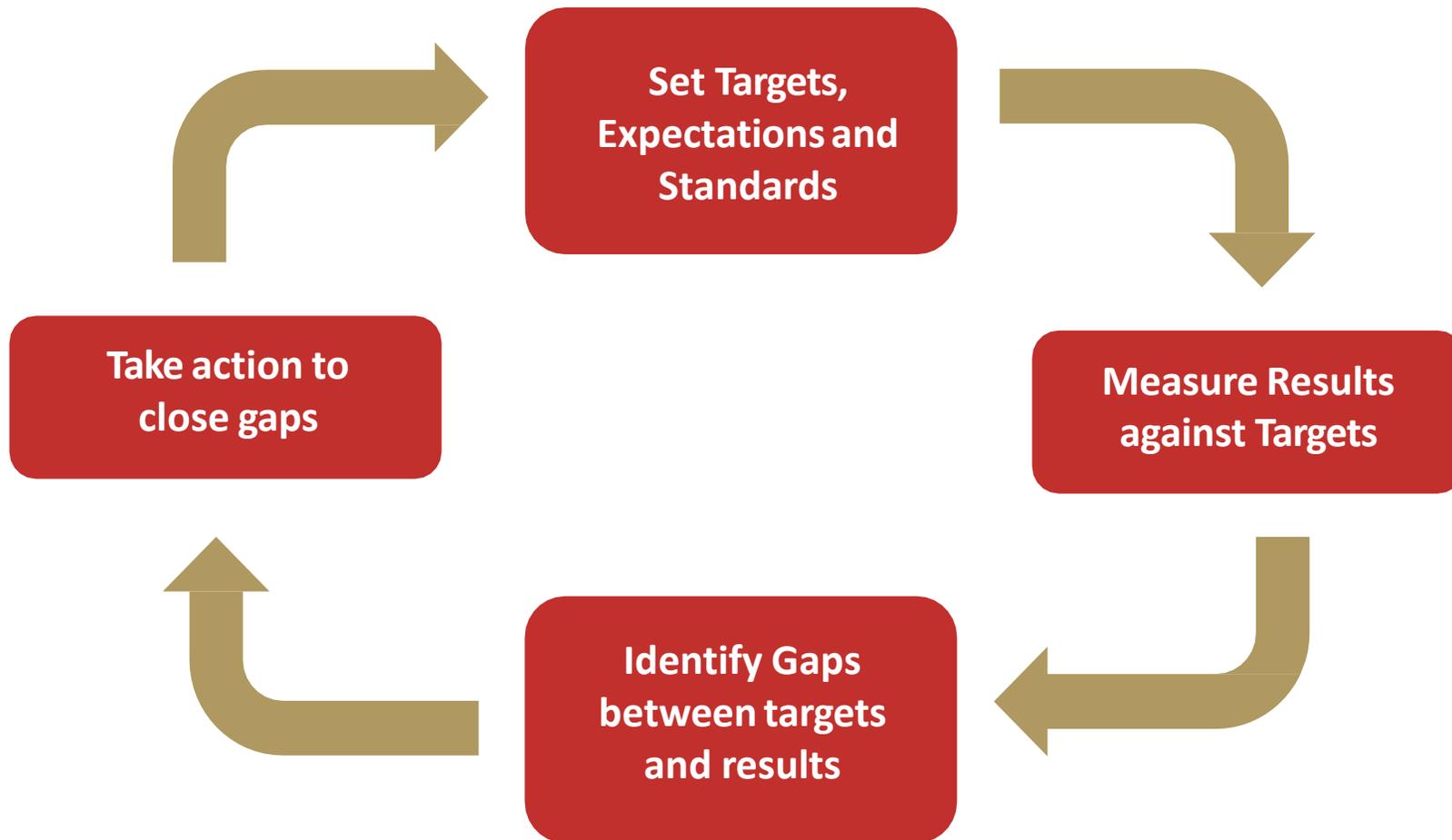
Colonel (Ret.) Wanda Wright
Director
Arizona Department of Veterans' Services

- Arizona Management System
- Veteran Suicide Statistics
- Be Connected program
- Collective Impact
- Evaluation

The Arizona Management System

- An intentional management system based in Lean concepts
- Data-driven problem solving at every level of the organization
- Leaders committed to developing their teams
- Teams dedicated to continuous improvement

Our Culture



RISK_{OF} SUICIDE

For Arizona Veterans



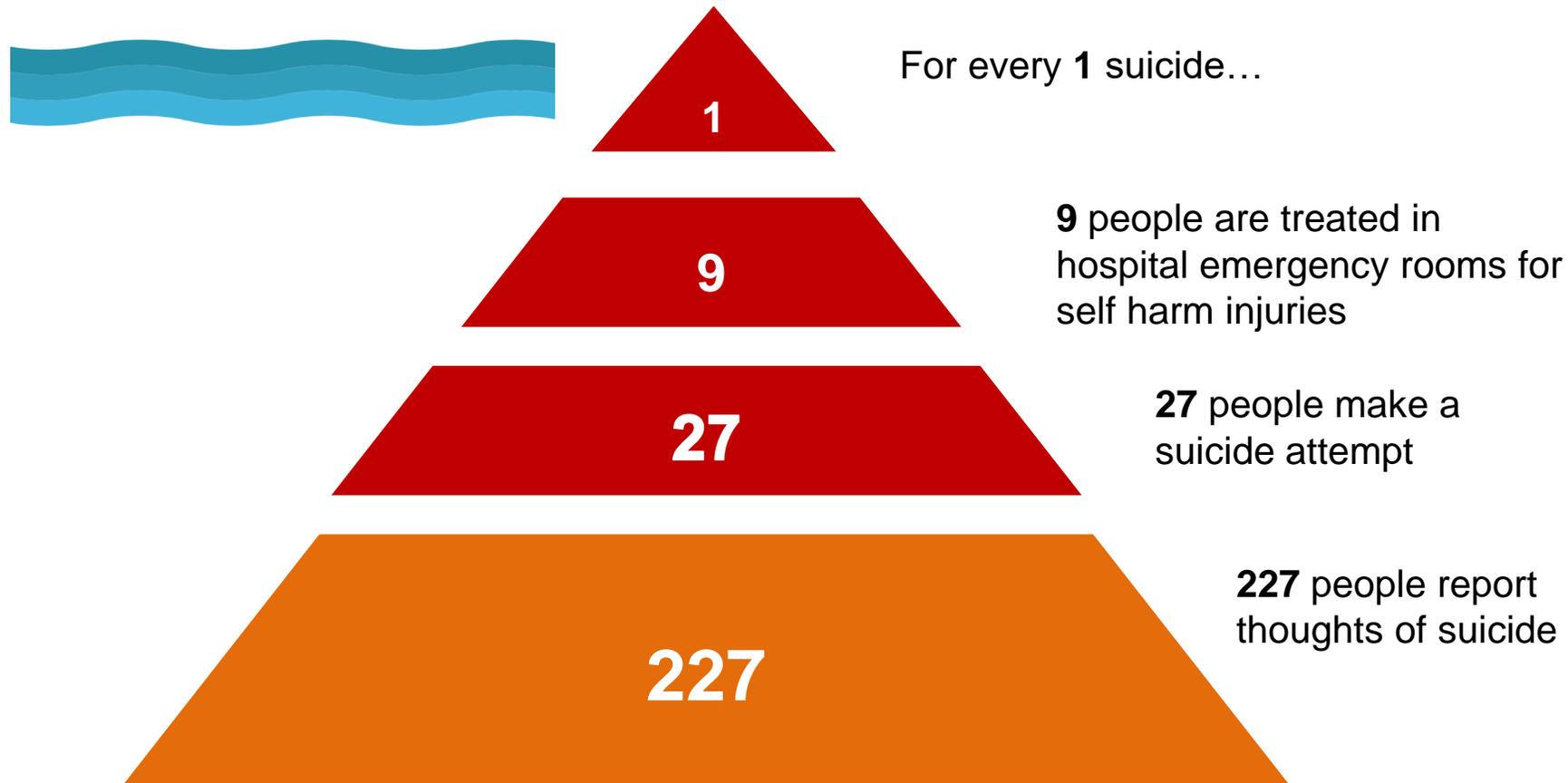
General
Population

3x

4x

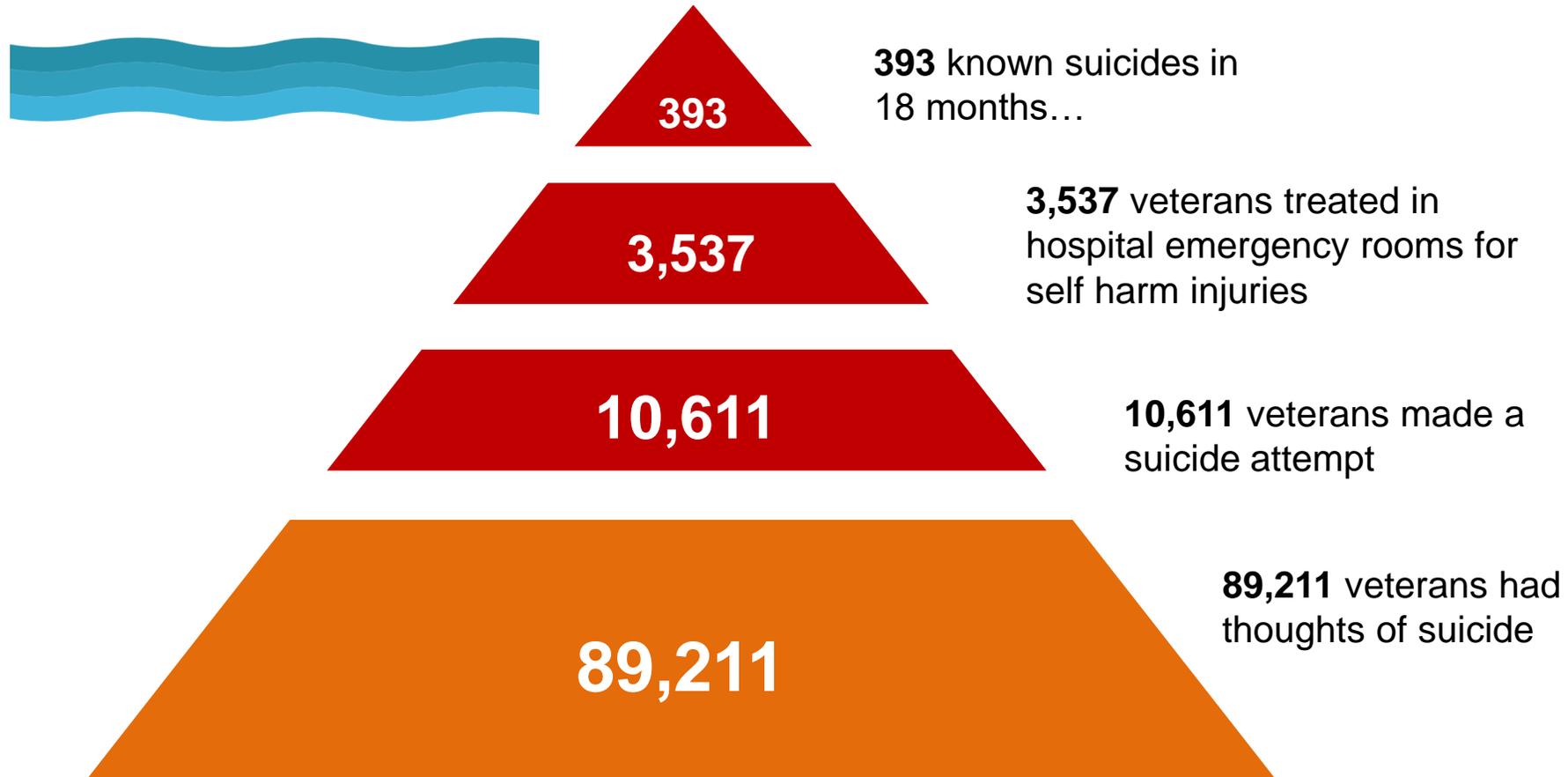
-Arizona Violent Death Reporting System

The Statistics: Looking Deeper

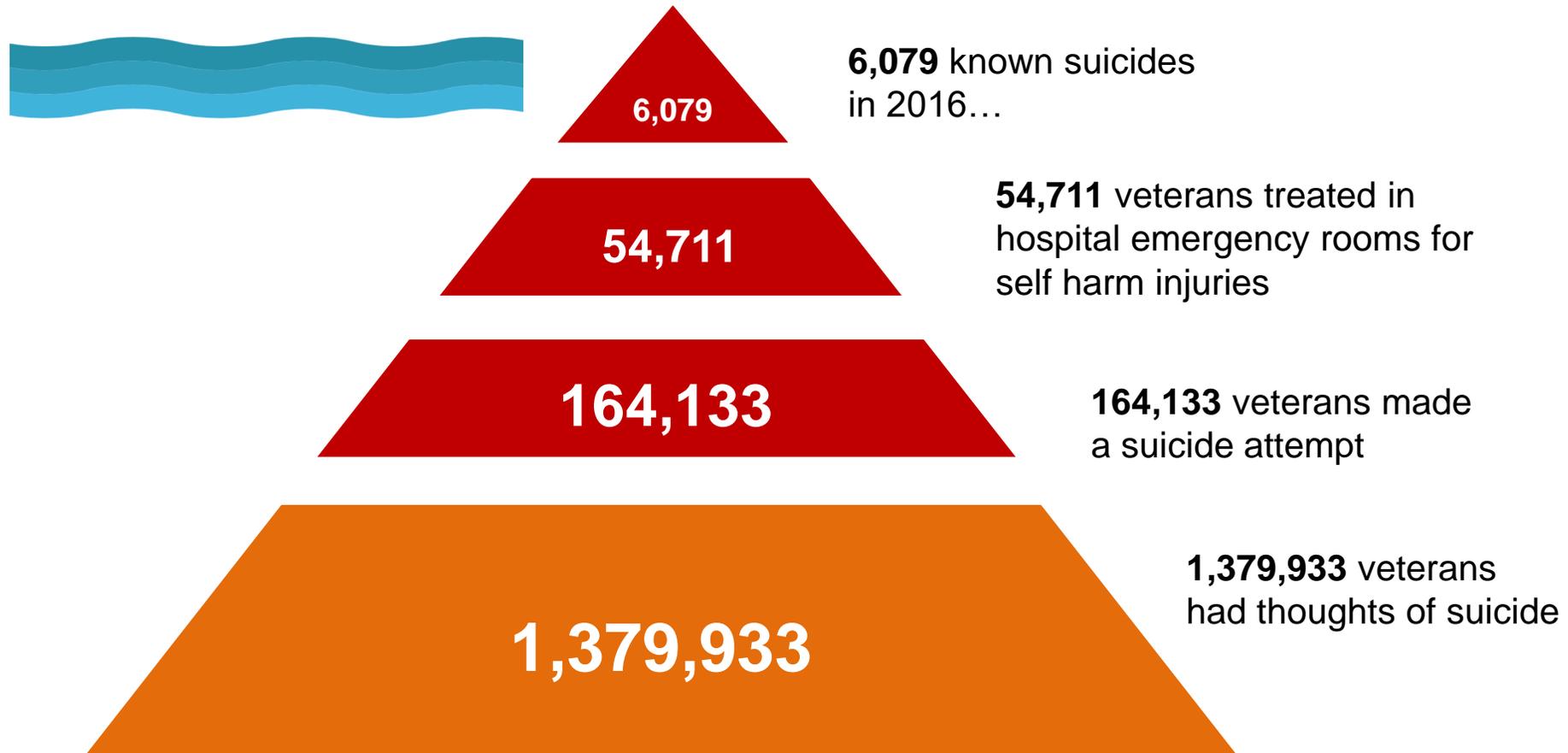


Centers for Disease Control and Prevention Preventing Suicide: A Technical Package of Policy, Programs, and Practices.

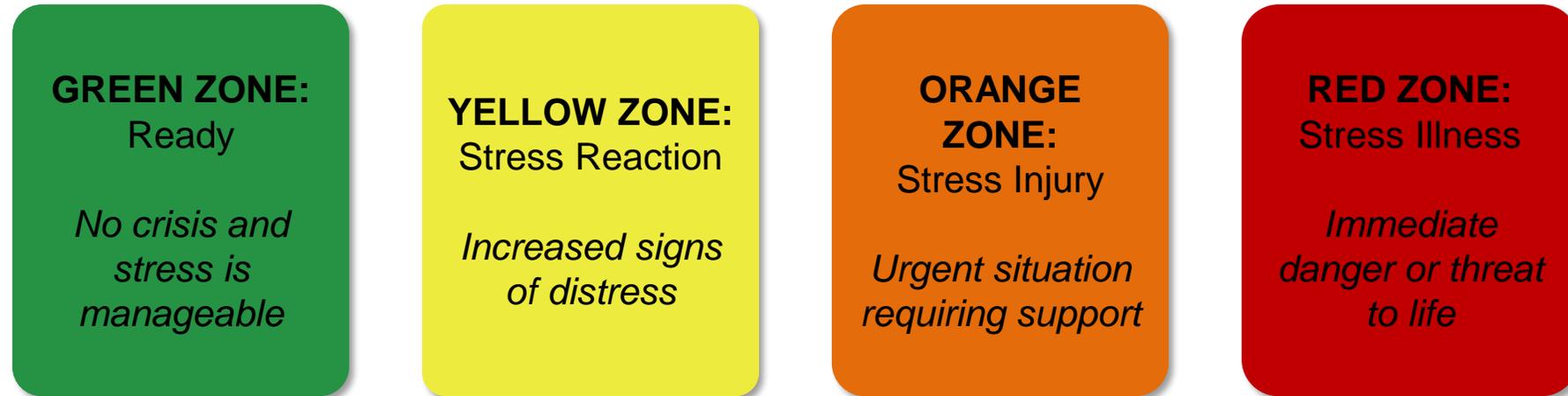
Arizona Veterans



U.S. Veterans



Upstream Prevention



GREEN ZONE:
Ready

*No crisis and
stress is
manageable*

YELLOW ZONE:
Stress Reaction

*Increased signs
of distress*

**ORANGE
ZONE:**
Stress Injury

*Urgent situation
requiring support*

RED ZONE:
Stress Illness

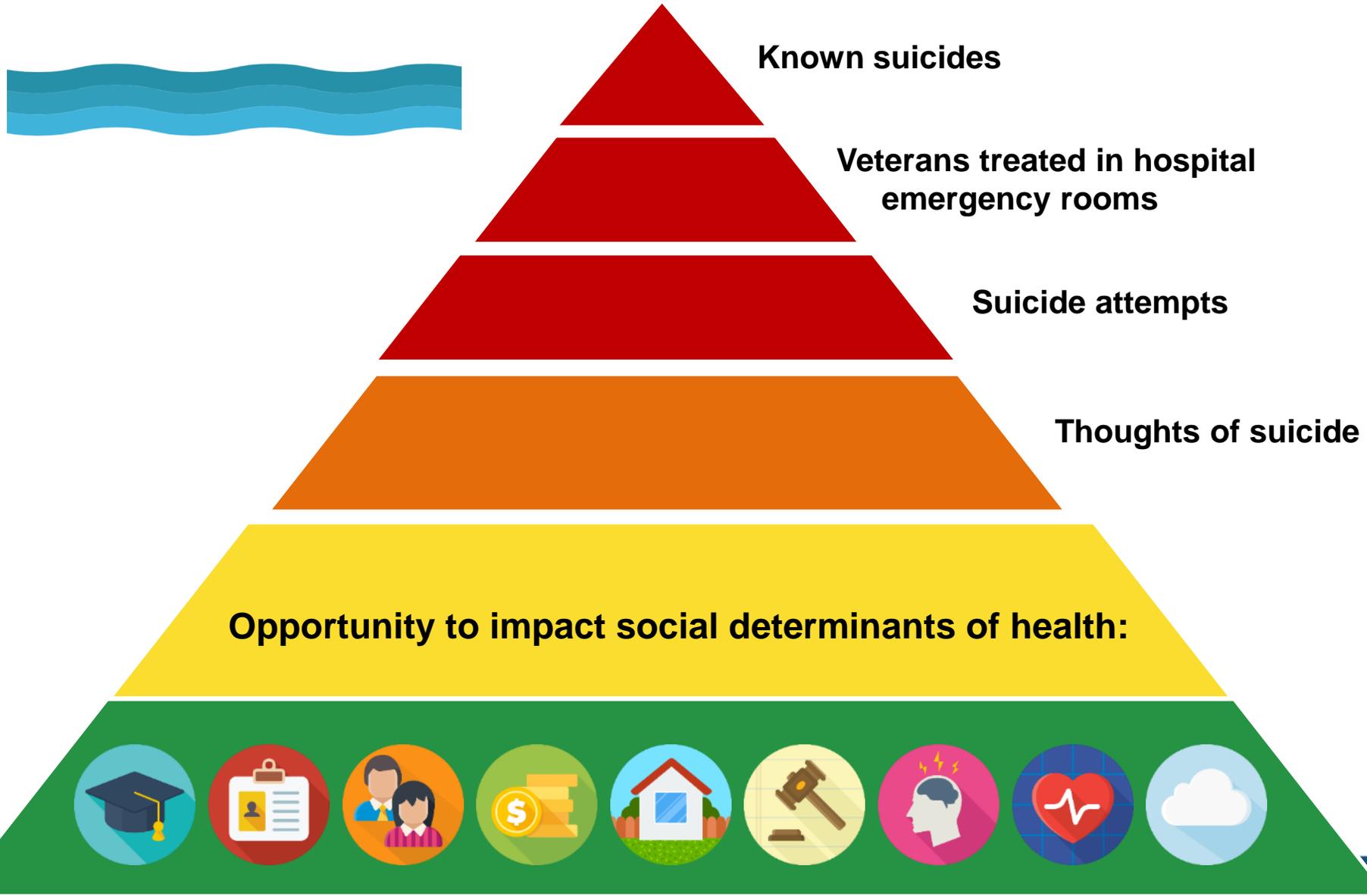
*Immediate
danger or threat
to life*

A large, solid blue arrow pointing from right to left, spanning across the width of the four zones above it.

Goal = earlier intervention to positively impact social determinants of health



Upstream Prevention





WHERE:
Statewide



WHO:
All Service Members,
Veterans, Family Members,
Providers & Helpers



WHAT:
Upstream – earlier
and more effective
intervention to prevent
crisis



HOW:
Outreach, engagement,
resource connection,
coordination of care (VA,
community and more),
equipping and capacity-
building

Program Components



CALL

Help and support
available 24/7

Fielded **5** calls in the first
two weeks of operation in
April 2017.

After 18 months:
5,000th call

After 6 more months:
10,000th call



MATCH

Personalized Resource
Matching & Navigation

8,000+ encounters

8 navigators statewide

Developing and piloting a
closed loop referral system to
better track connections and
impact on social determinants
of health



LEARN

Training and skills to
equip yourself to help

Online & in-person training

Navigator | Peer Support
ASIST | Military Culture
MHFA | Symposium

Be Connected e-course

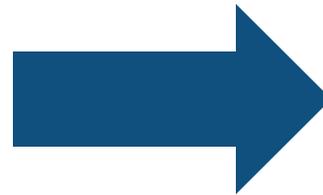
4,000+ Navigators Trained

What We Built

arizona coalition
for military families



Your partner for a safe, strong, and healthy community.



In partnership with the Office
of Senator McCain

Key Areas of Alignment



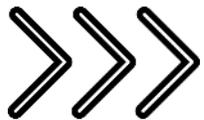
Alignment of mission and vision



Alignment of leadership and stakeholders



Alignment of resources toward implementation



Alignment of effort toward a common goal

Collective impact brings people together,
in a structured way, to achieve social change.

Collective impact...



Starts with a common agenda



Establishes shared measurement



Fosters mutually reinforcing activities

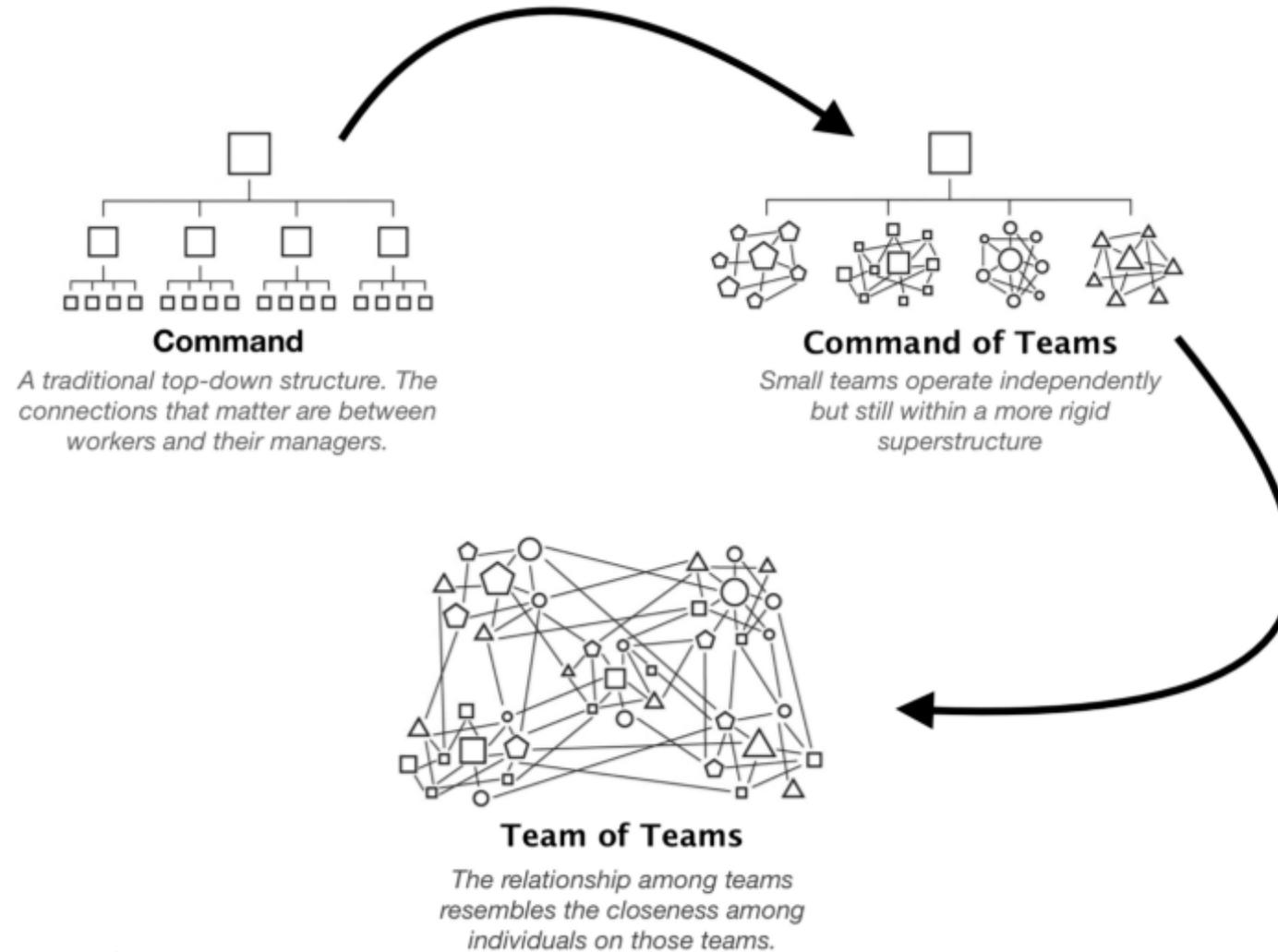


Encourages continuous communication



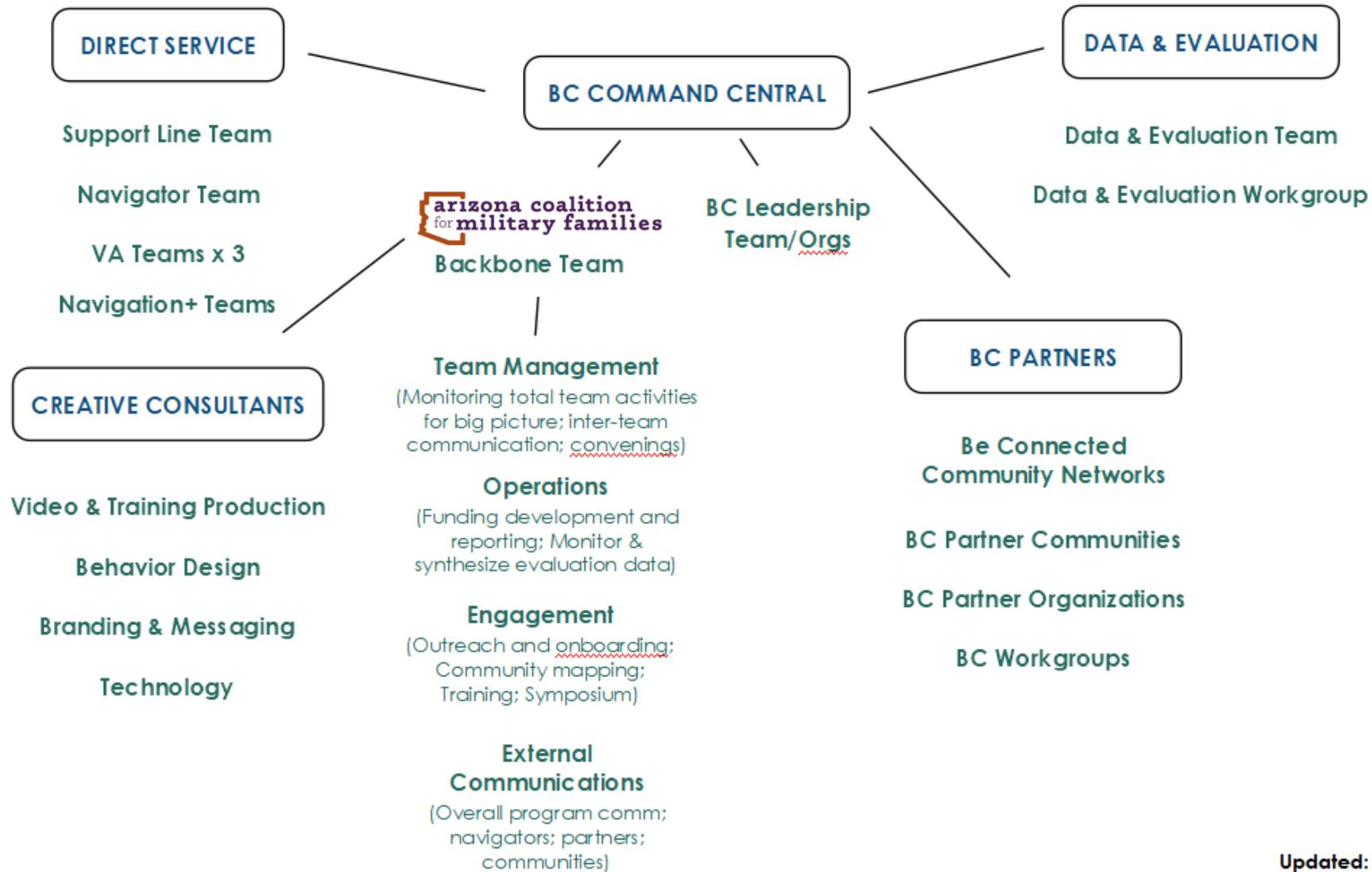
Has a strong backbone team
(Arizona Coalition for Military Families)

Building a Team of Teams



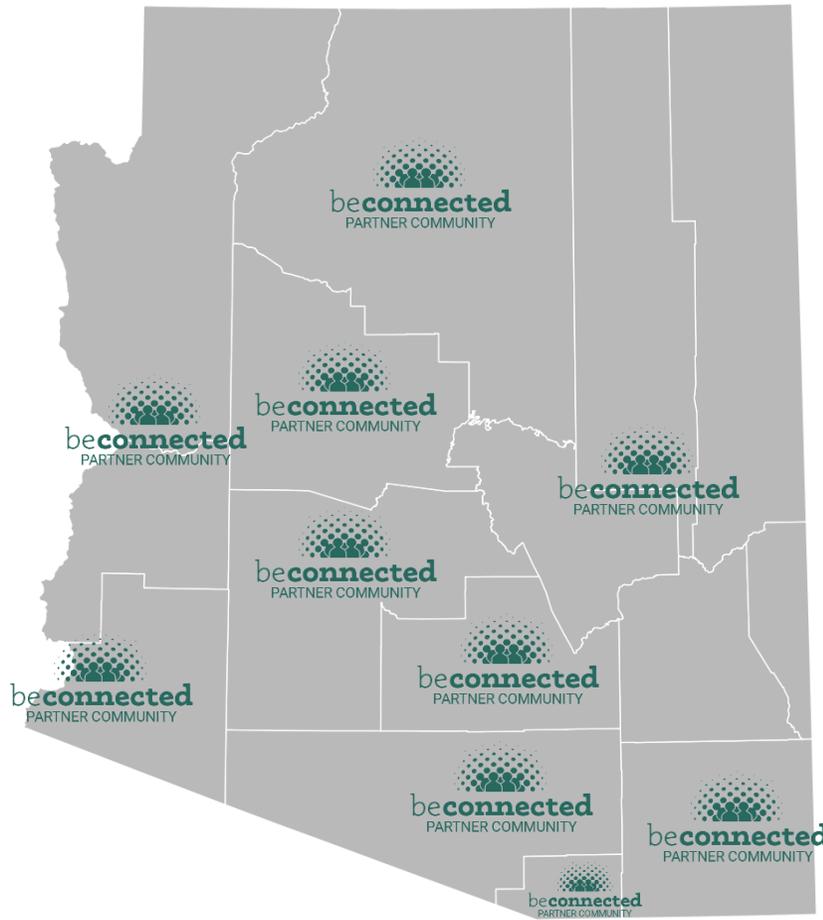
From Team of Teams: New Rules of Engagement for a Complex World by Gen. Stanley McChrystal

Be Connected Team of Teams



Updated: 6-26-19

BC Team of Communities



BC Partner Community =

Leaders +
Stakeholders +
Organizations +
Systems +
Community Members

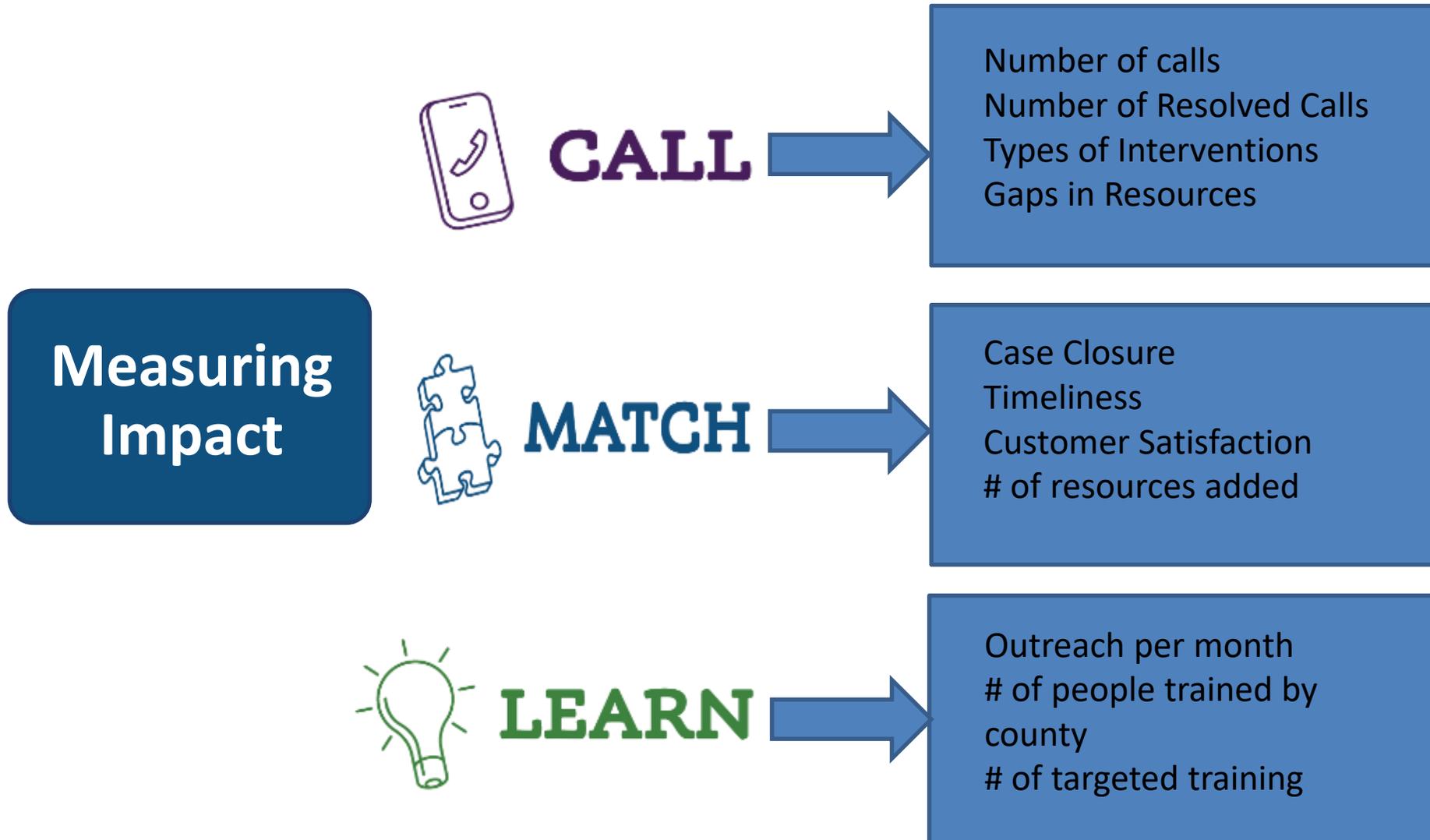
All Engaged, Equipped &
Connected

BC Support Team:

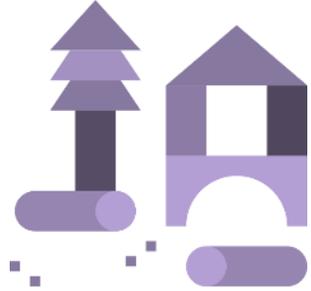
Support Line
Navigators
Backbone Team
Trainers
Leadership



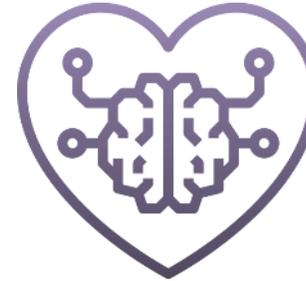
Evaluation Evolution



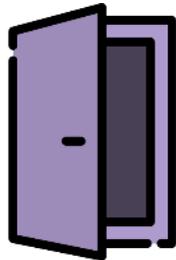
Takeaways



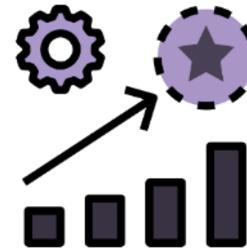
Take time and use some resources to build infrastructure (backbone team)



Staff with the right people (passion + experience + skills)



Use available opportunities to advance your effort



Draw upon effective practices from other issue areas



Colonel (Ret.) Wanda Wright

Director

Arizona Department of Veterans' Services

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